



**Part 731 Intrastate Special Access
Service Quality Plan Guidelines
Performance Standards and Reports
Verizon - Illinois**

Verizon Reports

September 15, 2004 compliance filing based on Illinois Docket #01-0539

Verizon IL

Intrastate Special Access Performance Measurement Business Rules

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URL References

Verizon references URLs, as sources of information, throughout the Business Rules. Wherever a URL is referenced, Verizon utilizes the information published on the URL at the time of the compliance filing. The table below lists the URL referenced, the metrics impacted and a General Description of the information found on the URL.

URL	Metrics Impacted	General Description of URL Information
http://www22.verizon.com/wholesale/clec-support/content/1,16835,east-wholesale-html-catc,00.html#PA,%20DE	SAOR-1	Provides hours of operation for Verizon's Carrier Account Team Centers (CATCs)

General Exclusions

- ASRs, Service Orders or circuits with Test Ids are excluded from all metric calculations.
- Verizon Affiliate (including the ILEC) transactions
Verizon affiliate reporting (including Data Services Network Operations [DSNO]) is always excluded from Carrier aggregate data for all metrics. Also excluded are any Verizon official services.
- Internally generated ASRs and Service Orders
ASRs and Service Orders completed by VZ for administrative purposes and NOT at the request of a Carrier or end user. These also include administrative orders for VZ official services.
- Interstate Special Access

Product Codes

The table below defines the product codes listed on the monthly reports. [Is this necessary?]

Sub-Code	Product	
5710	Special Access Intrastate DS0	
5711	Special Access Intrastate DS1	
5713	Special Access Intrastate DS3	
5720	Special Access Intrastate OCn	
5810	Special Access Intrastate DS0	Wireless
5811	Special Access Intrastate DS1	Wireless
5820	Special Access Intrastate OCn	Wireless

Function:		
SAOR-1 Order Confirmation Timeliness		
Definition:		
Measures the percentage of confirmed orders that were confirmed in the agreed upon timeframes as specified in the Performance Standards.		
<u>Business Rules:</u>		
<ul style="list-style-type: none"> The start time for requests received after the end of the business day Friday, or end of the business day preceding a holiday, business day will be the beginning of the next business day. Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. The start and end of the business day is defined by the business hours. Business hours are the published hours of operation for Verizon ordering centers for the business days of Monday through Friday. 		
Exclusions:		
<ul style="list-style-type: none"> Invalid or rejected ASRs. Records with invalid dates. Identified projects. Canceled orders. Inquiry ASRs. 		
Performance Standard:		
> or = 90% On Time		
Non Wireless:		Wireless
<ul style="list-style-type: none"> DS0 <= 1 business day DS1 <= 1 business day DS3 <= 3 business days OCn <= 3 business days 		<ul style="list-style-type: none"> DS0 <= 5 business days DS1 <= 5 business days OCn <= 5 business days
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> Individual Carrier Aggregate Carrier 		<ul style="list-style-type: none"> Statewide
Sub-Metrics – Order Confirmation Timeliness		
SAOR-1-12 % On Time FOC		
Products	<ul style="list-style-type: none"> DS0 DS1 DS3 OCn 	
Calculation	Numerator	Denominator
	Number of FOCs where the sent date/time minus received date/time is within the standard for specified products	Number of FOCs where a Firm Order Confirmation was sent for specified products

Function:		
SAPR-4 On-Time Provisioning Performance		
Definition:		
Measures the percentage of orders completed on or before the confirmed due date.		
<u>Business Rules:</u>		
<ul style="list-style-type: none"> • Due date is defined as the last confirmed (per the FOC) due date. • Completed date is defined as the Billing Effective Date. • Confirmed due date met is defined as a Billing Effective Date that is on or earlier than the confirmed due date. • A due date missed for customer reasons (e.g., customer not ready) is counted as met. 		
Exclusions:		
<ul style="list-style-type: none"> • Disconnect orders. • Canceled orders. 		
Performance Standard:		
> or = 90% Orders Completed on Time		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • Individual Carrier • Aggregate Carrier 		Geography: <ul style="list-style-type: none"> • Statewide
Sub-Metrics		
SAPR-4-15 % Completed On-Time		
Products	<ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCn 	
Calculation	Numerator	Denominator
	Total number of due dates met for completed orders for specified products; includes due dates missed solely for customer reasons	Total number completed orders for specified products

Function:		
SAMR-4 Trouble Duration		
Definition:		
Measures the duration (in hours) of customer network trouble reports and identifies the percentage of out-of-service (OOS) trouble reports that are not cleared within 8 hours. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared, excluding delays caused by events outside Verizon's control.		
Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)		
Exclusions:		
<ul style="list-style-type: none"> • Troubles found in Inside Wire or CPE • Cancelled Trouble Tickets • Customer error • Invalid, non-service affecting • Troubles Referred to other vendors • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble 		
Performance Standard:		
< or = 10% OOS Greater than 8 Hours		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • Individual Carrier • Aggregate Carrier 		Geography: <ul style="list-style-type: none"> • Statewide
Sub-Metrics		
SAMR-4-09 % Out of Service > 8 Hours		
Products	<ul style="list-style-type: none"> • DS0 • DS1 • DS3 • OCn 	
Calculation	Numerator	Denominator
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 8 hours.	Number of OOS troubles